Nicholas Reilly

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GitHub| LinkedIn

EDUCATION

Software Engineering Technology   Sep 2024 – Apr 2027
Conestoga College   *Waterloo, ON*

Information Technology Foundations   Sep 2019 - Apr 2020
Conestoga College   *Cambridge, ON*

SKILLS

Languages	Python | C++ | C# | JavaScript | HTML | CSS | PHP| PowerShell | ASP | VB.NET
Databases	PostgreSQL | Oracle SQL | Microsoft SQL Server |
Technologies	Docker | Azure AD | Kubernetes | Azure DevOps | Git | Visual Studio | Eclipse | VMWare
Frameworks	.NET | .NET Core | ASP.NET

EXPERIENCE

Region of Waterloo   Mar 2023 - Present
ITS Support Consultant   *Waterloo, ON*

- Provided technical support to local and remote staff, resolving hardware and software issues across platforms and maintaining a high standard of IT service.
- Managed and administered accounts for Microsoft Exchange, Office and Teams; performed file and e-mail restorations as needed.
- Conducted regular on-site maintenance visits, proactively identifying potential issues and implementing preventative measures.
- Configured, supported, and advised on mobile device usage from account setup to software installations.
- Collaborated with supervisors to implement new technologies and recommend automation strategies.
- Created and maintained knowledge-based documentation for recurring issues to streamline troubleshooting process
- Developed and tested standardized and custom PC images for efficient deployment ensuring compliance with licensing policies and maintaining asset inventory.

Wellington Healthcare Alliance   Nov 2022 – Mar 2023
Junior System Administrator   *Fergus, ON*

- Analyzed and managed network security across three hospital sites, compiling and troubleshooting network logs and collaborating on issue resolution.
- Oversaw the procurement, configuration and monitoring of door security panels and lighting infrastructure to ensure operational integrity.
- Presented solutions for hospital IT challenges, collaborating closely with stakeholders to support automation, new hardware deployment, and system evaluations.
- Partnered with help desk staff to test and evaluate systems, ensuring smooth functionality prior to organization wide release.

Apple   Aug 2017 – Nov 2022
Lead Technician   *Waterloo, ON*

- Handled complex technical escalations, achieving resolution and satisfaction for escalated customer cases.
- Led a team in maintaining repair standards, safety protocols, and providing hands on training on the latest repair procedures.
- Facilitated team communication and development, guiding professional conduct, performance expectations and safety compliance.
- Supported operations by ensuring balanced cash registers, assisting sales staff in meeting targets and coordinating new hire onboarding and training.